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USERS MANUAL
Computer Aided Dispatch System for the Police Departments of Oak Park, River Forest, and Forest Park, Illinois

by
Morris A. Knapp and William Behr

March 1, 1974

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USERS MANUAL

Computer Aided Dispatch System
for the
Police Departments of Oak Park,
River Forest, and Forest Park, Illinois

by

Morris A. Knapp and William Behr

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University of Illinois at Urbana-Champaign
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A I D S SYSTEM RESTART PROCEDURE

1. Press the button marked "ON-LINE" on the printer control panel.
   (The printer motor will start and the lamp will light).

2. Turn the key-switch marked "POWER" on the left-hand side of the computer control panel to the center (up) position labeled "ON".

3. Press the toggle switch marked "RESET" near the center of the lower switch-row up to the "RESET" position, and release it.
   (The indicator lamp labeled "RUN" located near the upper right-hand corner of the panel will now be extinguished).

4. Turn the key-switch marked "POWER" to the position labeled "LOCK".

5. Press the toggle switch marked "PROGRAM LOAD" at the far right end of the lower switch-row up to the "LOAD" position, and release it.
   (The printer will now type "DDOS 1.6 @57600", and then ":").

6. Type "DATE(month/day/year) DINOS(AIDS)" followed by a return.
   (The printer will eventually stop printing and shut off).

The printer sheet should now resemble this example:

```
DDOS 1.6 @57600
: DATE(1/30/74) DINOS(AIDS)

DATE(1/30/74)
1/30/74

DINOS(AIDS)
```

AIDS is now in operation.

The dispatcher's keyboard is similar to a standard typewriter keyboard with which he should already be familiar. It also has fifteen function keys and ten special control and editing keys. The keyboard is shown in Figure 1 and the following paragraphs describe the function of each of the function and control keys. When entering or editing the formatted data within a ticket, these special control keys perform the following actions:

Editing Keys:

A.1. SPACE Key -- positions the cursor one position to the right within the current field, leaving the data unaltered.

A.2. TAB Key -- positions the cursor at the first data position of the next field, leaving the data unaltered. Also used as a terminator with some function keys.

A.3. RETURN Key -- erases all the data from the current cursor position to the end of the field. The cursor is left at the first position of the next field. Also used as a terminator with some function keys.

A.4. BACKSPACE Key -- positions the cursor one position to the left within the current field, leaving the data unaltered.

A.5. REV Key -- positions the cursor at the first position of the previous field.

A.6. TOP Key -- positions the cursor at the first data position of the first field on the screen.

A.7. ADV Key -- positions the cursor at the first data position of the first field of the next line.

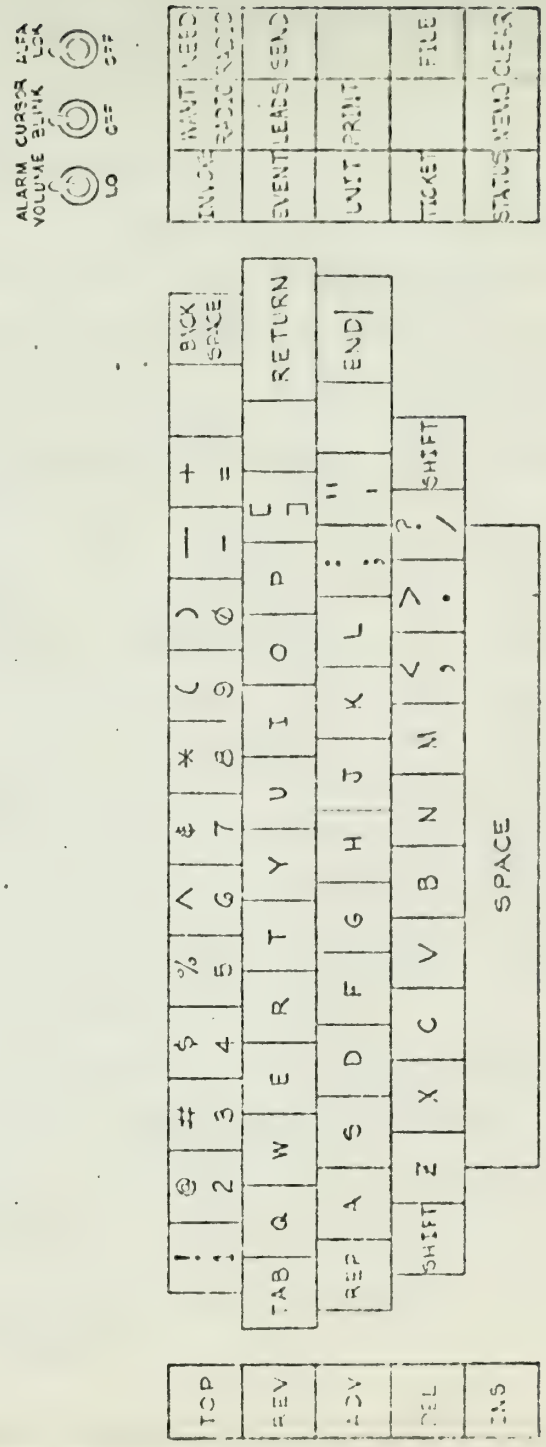

FIGURE 1

AUTOMATED INTERACTIVE DISPATCH SYSTEM - KEYBOARD LAYOUT

A.8. INS Key -- moves all the data from the current cursor position to the end of the field one position to the right, and inserts a blank space at the current cursor position.

A.9. DEL Key -- deletes the character at the current cursor position, and moves all the data from the current cursor position to the end of the field one position to the left.

A.10. REP Key -- when this key is held down and any other key is depressed, that character will be repeated until the repeat key is released.

A.11. END Key -- recalls the next page of the ticket, and positions the cursor to the top of the new page. Also used as a terminator with some function keys.

These special editing keys allow the operator to make corrections, additions, deletions, etc. very easily to any field. They provide some features which are not available on a typewriter, which are very useful when an item has to be retyped to correct errors. This flexibility helps the personnel using the system by saving time in correcting or editing files.

The keyboard as shown in Figure 6 has the standard typewriter keyboard, the special control and editing keys as described in A.1 through A.10, and function keys described in B.1 through B.12. Both the TAB and RETURN Keys are used as Terminators and sometimes the END Key; however, when using them, be careful to note the difference between the actions of the two as described in A.2 and A.3. As shown in Figure 6, there are blank function and control keys on the keyboard. These are provided for future expansion or hand tailoring of the system to a practical situation. The following paragraphs describe these function keys:

FUNCTION Keys:

B.1. EVENT Key. This key is used to generate a new ticket for an incident. The sequence used to implement this function was designed to preserve a reasonable degree of security against inadvertent replacement of the current ticket on display without sacrificing simplicity, directness, and ease of operation. For this reason, two separate actions are required of the operator before a new ticket replaces the current ticket on display.

When the operator presses the EVENT Key, he is presented with a short message requesting an incident code. The codes which can be used are presented along with the name of the incident and priority number in Table 2. He may enter this code, or he may omit it. In any case, he must press a terminator key. Having done this, he is presented with a message requesting the location of the incident. He may enter the location of the incident or omit it; however, he must press a terminator key before the new ticket will be displayed. At this point he may continue to enter data about the incident or he may select and assign a unit to it since he has sufficient information about the incident to dispatch a unit if the code and location have been entered.

When the new ticket appears on the screen, the first two lines of the ticket (nature of incident, incident code, time and date, location, city, state and post) will be already filled in by the system. If the code was omitted, the nature-of-incident field will be left blank, and if the street address is not valid, the geographic lookup will fail and the Post # will not be completed. The system will also assign a ticket number at this time.

Incident Code	Incident Name	Priority Level
1010	FIGHT IN PROGRESS	55
1011	DOG CASE	35
1013	WEATHER	15
1014	PROWLER	75
1015	CIVIL DISTURBANCE	75
1016	DOMESTIC PROBLEM	55
1017	MEET COMPLAINANT	35
1031	CRIME IN PROGRESS	75
1032	MAN WITH GUN	75
1033	EMERGENCY	75
1034	RIOT	75
1035	MAJOR CRIME ALERT	15
1037	SUSPICIOUS VEHICLE	55
1045	ANIMAL CARCASS	35
1046	ASSIST MOTORIST	35
1047	ROAD REPAIR	15
1048	TRAFFIC SIGNAL REPAIR	35
1049	TRAFFIC SIGNAL OUT	15
1050	ACCIDENT	75
1051	WRECKER NEEDED	15
1052	AMBULANCE NEEDED	75
1053	ROAD BLOCKED	35
1054	LIVESTOCK ON HIGHWAY	35
1055	INTOXICATED DRIVER	75
1056	INTOXICATED PEDESTRIAN	55
1057	HIT AND RUN	75
1059	ESCORT	35
1070	FIRE ALARM	75
1073	SMOKE REPORT	55
1080	CHASE IN PROGRESS	75
1089	BOMB THREAT	75
1090	BANK ALARM	75
1091	PICK UP	55
1092	IMPROPER PARKING	35
1093	BLOCKADE	35
1094	DRAG RACING	35
1096	MENTAL CASE	55
1098	JAIL BREAK	75

Table 2. Incident Codes and Priorities

Once a ticket is assigned a ticket number, the ticket is considered essentially complete. Additional information may be added to the ticket immediately, or later. If the ticket is replaced by another on the display screen, the ticket may be recalled using the ticket number.

B.2. TICKET Key. This key is used to recall a desired ticket, by ticket number. It is also used to recall pending tickets from the backlog, beginning with the oldest tickets of highest priority. The priority of a ticket is determined by the system, based on the incident code.

When the operator presses the TICKET Key, he is presented with a message requesting a ticket number. He may enter a ticket number, followed by a terminator, in which case the ticket bearing that number will be recalled and displayed; or he may recall the ticket previously displayed on his screen by entering the number "zero" followed by a terminator; or he may enter RETURN alone, in which case the highest priority ticket in the backlog will be recalled and displayed. If the operator wishes to see the next ticket in the backlog, he must press a terminator again.

(This key may also be used in conjunction with the STATUS key to display ticket status tables as described in B.4.)

B.3. UNIT Key. This key is used to examine and modify the status of a selected unit. It may also be used to recall a ticket to which one or more units are assigned. Altering the status of a unit which is assigned to a ticket may also modify the ticket status, dependent upon the particular status code entered.

When the operator presses the UNIT key, he is presented with a short message requesting a unit number. He may enter a unit number

followed by a terminator, in which case he will be presented with a short message requesting a status code. (These codes and associated actions for each are listed in Table 3.) He may reply to this by entering a status code followed by a terminator, which will cause the system to update the status of this unit. If a status code of "zero" is entered, the ticket to which this unit is assigned, if any, will be recalled and displayed on his screen.

The status of a single unit may be obtained by pressing the STATUS key any time between filling in the unit number (following the UNIT Key) and the second terminator (the terminator used to complete the code field of the standard sequence).

(This key may also be used in conjunction with the STATUS key to display unit status tables as described in A.4.)

B.4. STATUS Key. This key is used, together with the UNIT or TICKET Keys, to display the current UNIT STATUS or TICKET STATUS. The format for both of these status tables are shown in Table 4. (This key is also used to obtain the unit number recommended by the computer for assignment, if this option is programmed into the system.)

Normally, the STATUS key will be used directly following either the UNIT or TICKET keys to display the status of all units or tickets belonging to the control center making the request, as shown in Table 4. However, it is possible to display the status of units or tickets belonging to another control center by entering the control center name before pressing the STATUS key.

Table 3. Unit Report Codes

Standard Sequence of Events: When the operator presses the UNIT Key (the message "UNIT" will appear on the screen), he then types the unit number followed by a terminator (the message "CODE" will appear on the screen), he then types one of the following codes, followed by a terminator.

Notes: 1) Upon successful completion of this sequence of actions for any of these unit codes, a single line of data will appear on the screen showing the new status of that unit for verification by the operator.

2) Whenever the system refuses any action of the operator, his alarm will sound at his keyboard, a question mark "?" will appear on his screen and note #1 will not occur.

Unit Action Code	Name	Action
1006	Busy	The dispatcher can place a unit 1006 by using the standard sequence of events. The report will be refused if the unit is not on duty.
1007	Out of Service	The dispatcher may place a unit 1007 by using the standard sequence of events. The report will be refused if the unit is not on duty.
1008 or 1019	In Service	The system will automatically place a unit [illegible] whenever he completes an event by reporting 1 [illegible]4. However, the dispatcher can place a unit 1008 by using the standard sequence of events and the [illegible] in the Unit Status table will reflect the area to which he was assigned when he came on duty. The report will be refused if the unit is not on duty.
1020	Change Location	The dispatcher can change the location of a unit by using 1020 without changing its status. He uses the standard sequence to start with and then types the new location (up to 24 characters, after the second terminator. The report will be refused if the unit is not on duty.
1022	Disregard	The dispatcher can make a unit disregard an assignment by using the code 1022 in the standard sequence of events. The system will automatically place the unit to a [illegible] status. If the unit was the primary unit assigned to a ticket, the unit number will be removed from field of assignment on the ticket. The report will be refused if the unit is not on duty.
1023	Arrive	The dispatcher will place a unit [illegible] on scene when the unit reports that he has arrived on the scene by using the standard sequence of events. Automatically the ticket to which this unit has been assigned will be updated with this new time and the location for the unit in the Unit Status table will be taken from the ticket. The report will be refused if the unit is not on duty or if the unit has not been assigned.
1024	Completed	The dispatcher will complete a ticket and the system will bring the unit back to [illegible] status when the unit reports that he has completed the incident. The dispatcher uses the standard sequence to start with and after the second terminator the system will ask for "Disposition" which may be up to 4 characters in length full and by a terminator. The system automatically takes the time for completion and the disposition and places them on the ticket. The report will be refused if the unit is not on duty or has not been assigned. The system will then remove all units that were assigned to that ticket and then remove that ticket from the active list.
1025	Return to Station	The dispatcher can place a unit 1025 by using the standard sequence of events. The report will be refused if the unit is not on duty.

Table 3 (continued)

Unit Action Code	Name	Action
1028	Registration Check	The dispatcher can enter a vehicle check into the LEAPS system using this code in the standard sequence. After the second terminator, he will be asked, in turn, "LICENSE", "STATE", and "YEAR". He may enter the requested information, ending each entry with a terminator, or he may omit any data by entering only a terminator, in which case a default value will be supplied. At any time, he may terminate the process by pressing the "END" key, at which point the message will be properly formatted and forwarded to LEAPS.
1029	Driver Check	The dispatcher can enter a name check into the LEAPS system using this code, in the standard sequence. After the second terminator, he will be asked, in turn, "NAME", "SEX", "RACE", etc. He may enter the requested information, ending each entry with a terminator, or he may omit any data by entering only a terminator, in which case a default value will be supplied. At any time, he may terminate the process by pressing the "END" key, at which point the message will be properly formatted and forwarded to LEAPS.
1027	Warrant Check	The dispatcher can enter a driver's license check into the LEAPS system using this code in the standard sequence. After the second terminator, he will be asked, in turn, "LICENSE", "STATE", and "EXPIRES". He may enter the requested information, ending each entry with a terminator, or he may omit any data by entering only a terminator, in which case a default value will be supplied. At any time, he may terminate the process by pressing the "END" key, at which point the message will be properly formatted and forwarded to LEAPS.
1041	On Duty	The dispatcher uses this code to bring each unit on duty. The terminal must be already assigned to a valid city before the system will accept this code. The dispatcher will use the standard sequence to start with and following the second terminator he will be asked "Area" (up to 24 characters) followed by a terminator, and then he will be asked "Name" of officer(s) again (up to 24 characters in length) followed by terminator. This information will show up for this unit on the Unit Status and the officer(s) name will be automatically filled in on any ticket to which that unit is assigned. The report will be refused if the unit is already on duty.
1042	Off Duty	The dispatcher will complete the activities of each unit at the end of a shift or whenever they go off duty by using the standard sequence of action. The report will be refused if the unit is not on duty or if the unit is assigned to a ticket.
1044	On Break	The dispatcher will place a unit on break by using the standard sequence to start with and following the second terminator, he will be asked for "Location" (up to 24 characters in length) followed by a terminator. This location will show up on Unit Status. The report will be refused if the unit is not on duty or if the unit is assigned to a ticket.
1076 or 1017	Assign	The dispatcher can assign a unit to a ticket by using this code in the standard sequence of events. He will be asked "From Post" which can be filled in and will be automatically logged into the ticket, along with the time of assignment. The report will be refused if the unit is not available for assignment or if a ticket is not displayed on the dispatcher's screen.
1086	Name Change	The dispatcher can change the names of officer(s) assigned to a unit by using this code without changing the status of the unit. He will start with the standard sequence and after the second terminator he will be asked for "Name" (up to 24 characters). The report will be refused if the unit is not on duty.

Unit Status

CCN	Unit	Code	Time	Event	Officer	Location
0	543	10-08	11:48		Nelson and Kemm	
0	545	10-06	12:01	00159	Watterson	640 W. Lake St.

Ticket Status

CCN	Event	Code	Time	Unit or Priority	Incident	Location
0	00158	10-10	11:58	545	Fight in Progress	640 W. Lake St.
0	00159	10-11	11:59	*35	Dog Case	435 W. Madison

*This priority # would be flashing, indicating that no unit has been assigned to it.

Definitions

CCN - Control Center Name (O = Oak Park, R = River Forest, F = Forest Park, etc.)

unit - Unit number

Code - Ten code - {under Unit Status, it is the status of that unit; under Ticket Status, it is the incident code}

Time - Time of day - {under Unit Status, the last time a status change was reported by that unit; under Ticket Status, it is the time the call was received}

Event - Ticket number

Priority - The priority number will flash in this field until a unit is assigned to the ticket.

Officer - the name of officer(s) (up to 24 characters) assigned to the unit

Incident - the nature of the incident

Location - the location (up to 24 characters) of the incident

Table 4. Unit and Ticket Status

If the unit assignment recommendation option is desired and programmed into the system, it operates as follows: After pressing the UNIT key (assuming that a ticket is on the screen which requires an assignment), the operator is presented with the message "UNIT", requesting a unit number. If, instead of entering a unit number, he presses the STATUS Key, the system will, in addition to displaying the status of all units, select one for assignment to the ticket on display, and insert its number after the "UNIT" message. The operator may then accept the recommended unit, or he may type a different unit number over it. In either case, he must press a terminator and enter either 1076 or 1017 for unit assignment followed by a terminator.

B.5. INVOKE Key. This key is used to permit the addition of seldom-used auxiliary functions. When the operator presses this key, he is presented with (:) requesting that he type a function name (outlined in Table 5) and then follow the name with a terminator or a SPACE. This table describes what happens for each of the many functions which are obtainable under the INVOKE Key. Additional functions can be added as they are required.

B.6. WANT RADIO and NEED RADIO Keys. These two keys provide a means to help co-ordinate the use of a common radio transmitter or frequency by several control centers. Pressing either of these keys causes a short alert message to appear in the message area of every terminal connected to the system. The message is displayed in each case in the same location; however, NEED RADIO causes the message to flash and the audible alarm to sound at each keyboard, while the WANT RADIO message does not flash and the alarm sounds only once. It is important to note that the only person that can terminate this request, is the requestor. This is done by pressing the "END" Key or any function key.

Table 5. INVOKE Functions

Name	Description
EXIT	This function is used by system programmers to escape from the dispatch program system. It is not available from dispatch consoles.
ADD	This function is used to obtain the normal "back-side" of a ticket (Wanted/Missing Persons and Lost/Stolen Vehicle). The user must have a standard ticket displayed. When this function is used, he will be presented with a fixed formatted field to be filled out describing a person and a vehicle. The user can add as many of these sections as required to a ticket by performing this same function. Once this part has been added to a ticket, it can be displayed at any time by first recalling the ticket then pressing the TOP Key followed by the END Key. After the first ADD on has been retrieved the user can page between ADD on's by continually pressing the END Key. Pressing the "END" Key after the last ADD on has been displayed, will cause the original ticket to be displayed.

ROLL	This function is used to find out what terminals and what complaint/dispatch operators are on the system. A list, containing the following information, will be presented.
	
	Terminal # [terminal number] Operator # Center * [center name: O = Oak Park
	R = River Forest
	F = Forest Park]
	⋮ ⋮ ⋮

LIST	This function is used when the user wants to obtain pertinent information regarding tickets which have been entered into the system. When this function is requested by the operator, he will obtain, starting with the most current ticket, a list of eight tickets (format given below). He can continually page back through his tickets by pressing the END Key.

Event	Code	Incident	Location	Time	Date
00174	1050	Accident	Lake and Harlem	0845	01/19/74
00173	1089	Bomb Threat	654 W. Lake	0823	01/19/74

TO	This function is the same as the MEMO Key, described in paragraph B.7.
ZONE	This function is used to change the time zone between Central Daylight Time (CDT) and Central Standard Time (CST).
TIME	This function can be used to obtain the time of day or to set the time of day into the computer clock if the real time clock is not used. To set the time the user presses INVOKE, types TIME followed by a terminator and then types the time followed by a terminator. If he wants to see the time of day, after the first terminator instead of typing the time he just presses a terminator and the correct time will be displayed.
1086	This function is used by an operator to log his star # into the system. This is required each time a new operator starts to use a console. After INVOKE he types [illegible] by a terminator. The system will display STAR and the user then types in his star number followed by a terminator.
CENTER	This function is used to log a console into a particular center. The system will normally have the consoles set up with the existing centers; however, if the River Forest console was to take over all of Forest Park's functions he could set that console up as if it were Forest Park.
DROP	This function is used to delete a ticket from the backlog. If a ticket is to be removed without an officer completing it by a 1084, this function is used. The ticket will remain in the system the same as all completed tickets.
LEADS	This function is used to display a copy of a message from LEADS. Whenever a message is received from LEADS, a note will appear in the message area which states that a message has been received from LEADS. If the user wants a copy of this message on his display instead of looking at the printed copy, he can use this function to obtain it.

B.7. MEMO Key. This key provides the ability to send short messages to a specified operator, to a particular control center, or to all terminals. When the operator presses this key, he will be presented with a message requesting the desired destination. He may enter a number, which will direct his message to the operator using that number; he may enter one or two letters which will be interpreted as a control group name, and will direct his message to all terminals using that name; or he may omit the destination entirely, which will implicitly direct his message to all terminals connected to the system. In any case he must press TAB before typing his message, and must use RETURN to signify the end of the message.

B.8. FILE Key. This key is used to attach a complaint, incident, file, or control number to the current ticket. The format used by this function was chosen for flexibility and security rather than ease of entry, since a file number, once assigned, cannot be removed without great difficulty, and can never be reused during the current year.

When the operator presses this key, he is presented with a short message requesting confirmation. He may confirm with the RETURN Key, in which case a file number will be generated from the current sequence of the control center corresponding to the unit assigned to the ticket. He may, however, obtain a number from a different sequence by entering a control center name before pressing RETURN.

B.9. SEND Key. This key will be used when the patrol units have mobile printers or terminals and it is desired to send a message to them. Digital transmission is the most secure method of data transmission from

the dispatcher to the units because it can not be easily monitored as can the voice radio link, and it provides the officers on patrol with a printed message. It also greatly reduces the amount of "Air Time" required to transmit a given amount of information.

B.10. CLEAR Key. When this key is pressed, the computer will completely clear the display screen.

B.11. PRINT Key. This key is used whenever a hard copy of a ticket, status or other table data on the display is required. Also when a copy of a report is required this key is used to request the system to print the report. Table 6 gives the different Print messages and the format for each.

Table 6. Print Output Formats

The following functions are available for obtaining printed output:

1) "TICKETS" Start #____ End #____
2) "LIST" End #____
3) "RECAP"
4) "SHIFT"
5) "ACTIVITY"

TICKETS -- used to obtain a printed copy of any number of tickets, starting at a certain number and ending at a certain number

```
incident:  ACCIDENT                  0843 CST  11 DEC 1973  code 1050  K73-00019
location:  RIDGELAND AND MADISON     OAK PARK       , IL    post 11    OP  00154
caller  :  MR JOHNSON                victim:  SAME                     code 0
address :  637 HARBOR TERR           BARTLETT       , IL    telephone:  386-3011
unit 544   WATERSON                  assigned 0843  arrived 0844  completed 0847
from 8     assist NONE                     received by 317   dispatched by 317
notes:  PROPERTY DAMAGE ONLY
```

LIST -- used to obtain a printed copy of the one line item listing of the tickets starting with the most current and running backwards and ending at a certain number

Ticket #	Code	Incident	Location	Time	Date
00007	1050	ACCIDENT	333 S AUSTIN	0010	9 JAN 74
00006	1050	ACCIDENT	655 LAKE	0800	9 JAN 74
00005	1080	CHASE IN PROGRESS	E/B I-90/HARLEM	1439	8 JAN 74
00004	1076	LOST/STOLEN PLATE	517 DESPLAINES	1434	8 JAN 74
00003	1010	FIGHT IN PROGRESS	MADISON/HARLEM	1430	8 JAN 74
00002	1092	IMPROPER PARKING	7308 MADISON REAR	1302	8 JAN 74
00001	1092	IMPROPER PARKING	7328 MADISON	0822	8 JAN 74

RECAP -- used to obtain a hard copy printout of the daily recap report. Information will be extracted from all tickets which have occurred during that day and printed in this report.

SHIFT -- used to obtain a hard copy printout of a shift summary report. Again, information will be extracted from all tickets which have occurred during a given shift and printed in this report.

ACTIVITY -- used to obtain a hard copy printout of a unit's activity report. Information will be extracted from tickets in regards to a particular unit and printed in this report.

Operating Procedures

The following sections will be an explanation of how to do some specific operations, using the screens and keyboards of the AID System. For more details in regards to the actions of each individual key on the keyboard refer to sections A.1 through A.11 and B.1 through B.12.

The symbology which is used in the exact sequence of actions are as follows:

< > -- Press the function key named inside the brackets

( ) -- The information within needs to be typed -- if there are no " " inside the ( ) then that exact value is typed, if there are " " inside the ( ) the type of information to be typed is given

T -- Press a terminator -- either TAB or RETURN

[ ] -- Response from System before proceeding

{ } -- Is an optional section which can be followed to obtain the desired results or it may be bypassed.

Capital letters indicate the name on a particular key to be pressed or the information being displayed by the System.

C.1. Logging in as a Dispatcher -- Whenever a complaint/dispatcher comes on duty, goes off duty or changes to a different display console, he must log on or off. The sequence of actions to perform this operation are:

< INVOKE > [:] (1086) T [STAR:] ("Your star # or zero") T

Note: If you are logging on use your #, if you are logging off use the # zero.

Explanation:

Press INVOKE Key -- : will appear on the screen

Type 1086
Press a terminator -- STAR: will appear on the screen

Type in "Star #"
Press a terminator

C.2. Bringing Units On or Off Duty -- At the beginning, ending of a shift or whenever a unit starts on duty the dispatcher should log the unit into the system via the following sequence:

ON DUTY

< UNIT > [UNIT:] ("give Unit #") T [CODE:] (1041) T [AREA:] ("give area of assignment") T [NAME:] ("give officers names") T

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type in "Unit #"
Press a terminator -- CODE: will appear on the screen

Type 1041
Press a terminator -- AREA: will appear on the screen

Type in "Area or Nothing"
Press a terminator -- NAME: will appear on the screen

Type in "Officer Name or Names"
Press a terminator -- a line code similar to Unit Status will appear on the screen showing results of actions

OFF DUTY

< UNIT > [UNIT:] ("give unit #") T [CODE:] (1042) T

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type in "Unit #"
Press a terminator -- a line code will appear on the screen showing results of action

C.3. Creating a New Ticket -- Whenever a call is received for assistance by the police department a radio ticket should be created. The sequence of operations to get a new blank ticket to be filled out are listed:

< EVENT > [CODE:] ("Type in Incident Code from Table 2 or leave blank")
T [LOCATION:] ("Type in street address or leave blank") T

Explanation:

Press EVENT Key -- CODE: will appear on the screen

Type in "Incident Code or nothing"
Press a terminator -- LOCATION: will appear on the screen

Type in "Street address or nothing"
Press a terminator -- The blank ticket will appear on the screen with date and time filled in, also if code was given the Incident will be filled in, also if street address was given that field will be filled in and if Post Look-up works the Post # will be filled in.

C.4. Filling in a Ticket -- After the ticket has been created the essential information fields should be completed. As soon as the new ticket appears on the screen, the cursor will be located in the caller field if the incident code and location were given during Creation of a Ticket, C.3, because the first two lines of the ticket will be completed. As each field is completed, you can jump to the next field by pressing TAB. Any of the other Editing Keys (A.1 through A.11) may be used while filling in these fields to obtain the desired results of each key. Also, as soon as the incident code and location information has been completed, a unit may be dispatched to handle the situation while the additional information is being obtained.

C.5. Dispatching a Unit -- Whenever a dispatcher wants to select and assign a unit to a ticket, he must first have a ticket on his screen and then perform the following:

< UNIT > [UNIT:] { < STATUS > ["A list of units along with their status as shown in Table 4"] } ("Unit #") T [CODE:] (1076 or 1017) T

↑ If the dispatcher does not know what unit to dispatch for this particular request

↑ This may be filled in by computer if the option of computer unit recommendation is used.

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Press STATUS Key if you want to see UNIT STATUS -- A list of units with status and other information as shown in Table 4 will appear on the screen

Type in "Unit #" unless the unit recommendation is OK and working
Press a terminator -- CODE: will appear on the screen

Type 1076 or 1017
Press a terminator -- A one line code will appear showing change of unit status and the Unit Assignment field and Assign Time will be filled in on the ticket.

C.6. Check on Ticket Backlog -- The pending queue of tickets can be checked to find out if any require action as units become available for service. The dispatcher would run through this every so often to find out if there are any tickets requiring action. If an incident of high priority came in a message would appear on the dispatcher's console screen immediately:

< TICKET > < STATUS > ["A list of ticket status as shown in Table 4"]
{[MORE?] and you want more < END >}

Explanation:

Press TICKET
Press STATUS -- A list of ticket status as shown in Table 4 will appear on the screen starting with the most current ticket. If the message MORE? appears there are more tickets which can be obtained by pressing END Key. If a ticket has not had a unit dispatched, the priority # will flash.

C.7. Locate an Old Ticket -- Any time the user wants to page through old tickets (tickets which have been completed) to locate a ticket which occurred previously, he will use the LIST function as follows:

< INVOKE > [:] (LIST) T ["A list of ticket information as shown in Table 5"] {[MORE?] and you want more < END >}

Explanation:

Press INVOKE -- : will appear on the screen

Type LIST
Press a terminator -- The information from the eight most current tickets will appear on the screen as shown in Table 5.

Press END -- The next most current eight tickets will appear on the screen and this can be continued to page back through the tickets.

C.8. Add Back Side to Ticket -- Whenever a dispatcher has to fill out a Wanted/Missing Person or Lost/Stolen Vehicle information which is generally on the back side of a ticket, he adds the required formats for this to a ticket (the ticket must be on the screen), using the following (filling the information into the fields is handled the same as filling in the fields on a ticket):

< INVOKE > [:] (ADD) T ["a blank format for Person and Vehicle"]

Explanation:

Press INVOKE -- : will appear on the screen

Type ADD
Press a terminator -- The format for a person and vehicle will appear on the screen. The Wanted/Missing is to be filled in along with data. The Lost/Stolen is to be filled in along with data if used.

Note: As many of these ADD on's as required can be added to a ticket by using the same sequence.

C.9. Recalling Backside of Ticket -- After the back side has been added to a ticket, it can be recalled in the following way (assuming first you recall the ticket):

< END > ["the first add on"] { < END > will get the next add on to that ticket if there is one, or will page back to ticket }

Explanation:

Recall Ticket -- Ticket will appear on the screen

Press END -- The first Add-on will appear on the screen

Press END -- The next Add-on will appear or the original ticket will appear. This paging can be continued by pressing END Key.

C.10. Attaching a Complaint Number -- Whenever a dispatcher wants to assign a complaint number to a radio ticket, he first has the ticket on his screen and then follows the following procedure:

< FILE > [CONFIRM: FILE SEQUENCE:] { ("Center Name") } T

Explanation:

Press FILE Key -- CONFIRM: FILE SEQUENCE: will appear on the screen

Press a terminator -- File number will appear on the screen
or
Give a Center Name
before Terminator

C.11. Completing a Ticket -- A ticket will go from the pending file to the completed file automatically whenever the unit assigned to that ticket goes 1024. However, if a ticket needs to be moved from pending to complete without a unit being assigned and going 1024, it can be accomplished by first having the ticket on your screen and:

< INVOKE > [:] (DROP) T

Explanation:

Press INVOKE Key -- : will appear on the screen

Type DROP
Press a terminator --

C.12. Modify a Unit Status -- Whenever a unit's status requires changing the following procedure is followed:

< UNIT > [UNIT:] ("Type Unit #") T [CODE:] ("Type the desired code # from Table 3") T

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type "Unit #"
Press a terminator -- CODE: will appear on the screen

Type "Code # from table 3"
Press a terminator -- a line code will appear on the screen showing results.

C.13. Send a Memo to Another Terminal -- A message of up to 60 characters may be sent to a particular operator, a center, or to all terminals.

< MEMO > [TO:] { ("Type Operator #") / ("Type Center Name") / ("leave blank") } T [:] ("Type message of up to 60 characters") T

Explanation:

Press MEMO Key -- TO: will appear on the screen

Give Operator # if to a particular operator
Give Center Name if to a particular Center
Leave blank if to all terminals
Press a terminator -- : will appear on the screen

Type a message
Press a terminator -- message will be transmitted

C.14. Print a Report -- Whenever a printed report is to be generated onto one of the printers the following procedure is followed:

< PRINT > [PRINT:] ("Center Name and File Name from Table 6") T

Explanation:

Press PRINT Key -- PRINT: will appear on the screen

Type "Center Name and File Name from Table 6"
Press a terminator

C.15. Send 1027 to LEADS -- Whenever a drivers license check is to be made at LEADS, you follow the following procedure:

< UNIT > [UNIT:] ("Unit #") T [CODE:] (1027) T
[LICENSE:] ("Give #") T [STATE:] ("Give State") T
[EXPIRES:] ("Give Date") T [BORN:] ("Give Date") T
[SOCIAL SECURITY:] ("Give Number") T

Note: Any field that is not required by LEADS may be left blank and at any place through the sequence that sufficient information is available the string can be terminated and sent to LEADS by using the END Key.

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type "Unit #"
Press a terminator -- CODE: will appear on the screen

Type 1027
Press a terminator -- LICENSE: will appear on the screen

Type "Drivers License #"
Press a terminator -- STATE: will appear on the screen

Type "State Code"
Press a terminator -- EXPIRES: will appear on the screen

Type "Date of expiration"
Press a terminator -- BORN: will appear on the screen

Type "The date of birth"
Press a terminator -- SOCIAL SECURITY: will appear on the screen

Type "The social security #"
Press a terminator -- The message will be formatted and sent to LEADS.

Refer to the Note above for details in regards to the different fields.

C.16. Send 1028 to LEADS -- Whenever a vehicle registration check is to be made with LEADS, you follow the following procedure:

< UNIT > [UNIT:] ("Unit #") T [CODE:] (1028) T
[LICENSE:] ("Give #") T [STATE:] ("Give State") T
[YEAR:] ("Give Year") T [TYPE:] ("Give Type") T
[VIN:] ("Give VIN #") T

Note: Any field that is not required by LEADS may be left blank and at any place through the sequence that sufficient information is available the string can be terminated and sent to LEADS by using the END Key.

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type "Unit #"
Press a terminator -- CODE: will appear on the screen

Type 1028
Press a terminator -- LICENSE: will appear on the screen

Type "Vehicle License #"
Press a terminator -- STATE: will appear on the screen

Type "State code that vehicle is licensed"
Press a terminator -- YEAR: will appear on the screen

Type "Year of registration"
Press a terminator -- TYPE: will appear on the screen

Type "Type of vehicle license"
Press a terminator -- VIN: will appear on the screen

Type "VIN #"
Press a terminator -- The message will be formatted and sent to LEADS.

Refer to Note above for details in regards to the different fields.

C.17. Send 1029 to LEADS -- Whenever a check on a person is to be made at LEADS, you follow the following procedure:

< UNIT > [UNIT:] ("Unit #") T [CODE:] (1029) T [NAME:]
("give name of person") T [SEX:] ("give sex") T
[RACE:] ("give race") T [BORN:] ("give date of birth")
T [SOCIAL SECURITY:] ("give social security #") T

Note: Any field that is not required by LEADS may be left blank and at any place through the sequence that sufficient information is available the string can be terminated and sent to LEADS by using the END Key.

Explanation:

Press UNIT Key -- UNIT: will appear on the screen

Type "Unit #"
Press a terminator -- CODE: will appear on the screen

Type 1029
Press a terminator -- NAME: will appear on the screen

Type "person's name"
Press a terminator -- SEX: will appear on the screen

Type "sex of person"
Press a terminator -- RACE: will appear on the screen

Type "person's race"
Press a terminator -- BORN: will appear on the screen

Type "date of birth"
Press a terminator -- SOCIAL SECURITY: will appear on the screen

Type "person's social security #"
Press a terminator -- The message will be formatted and sent to LEADS.

Refer to Note above for details in regards to the different fields.

A continuous log will be printed out on the console printer at the computer site. This information is a running summary of all activities in time sequence for the complete AID System. This information is available so that everything could be recoverable in case of an emergency failure within the computer.

The format is given below along with the number of characters for each field:

Time	Unit	Code	Event	Text	Post	Dept.	Operator	Date	Terminal
8	4	5	5	24	4	2	4	8	2

The Text field will contain different information depending upon what transaction has just taken place:

Event -- Text = Location, Unit = Blank, Code = Incident Code

Unit Codes --

1041, 1042 and 1086 -- Text = Names of officers

1020 -- Text = Location

1008, 1019, 1022 and 1024 -- Text = Area of assignment

1023 -- Text = Location of incident

1028 -- Text = Basic text sent to LEADS up to 24 characters

1029 -- Text = Basic text sent to LEADS up to 24 characters

1027 -- Text = Basic text sent to LEADS up to 24 characters

1044 -- Text = Location of unit on break

All other 10 codes for units, the Text field is blank.

Table 7 illustrates a sample of the continuous log which will be printed on the console unit.

00:01:32		10-96	00109	7510 w. oak		RF		15/ 2/74	14
00:03:55		10-32	00110	north & thatcher		RF		15/ 2/74	14
00:05:44		10-01	00111	h&l		RF		15/ 2/74	14
00:11:42			00112	wicboldts parking lot		RF		15/ 2/74	14
00:15:26	552	10-03	00105		11	OP	53	15/ 2/74	12
00:15:33	552	10-42		REITNER		OP	53	15/ 2/74	12
00:15:43	561	10-23	00106	655 LALE	6	OP	53	15/ 2/74	12
00:16:20	561	10-24	00106		8	OP	53	15/ 2/74	12
00:16:44	561	10-42		SGT POTTER		OP	53	15/ 2/74	12
00:17:09	566	10-24	00107		8	OP	53	15/ 2/74	12
00:17:26	566	10-43		GUTTMAN HARD		OP	53	15/ 2/74	12
00:17:57	563	10-41		SGT ROY		OP	53	15/ 2/74	12
00:18:44	546	10-41		TERRY RUTH		OP	53	15/ 2/74	12
00:19:12	552	10-41		TADEUSZ OLSZEWSKI		OP	53	15/ 2/74	12
00:19:55	546	10-41		SCIANNA MC CLOSKEY		OP	53	15/ 2/74	12
00:20:17	552	10-41		HAROLD RULES		OP	53	15/ 2/74	12
00:20:42	570	10-41		SGT NELSON		OP	53	15/ 2/74	12
00:20:55	571	10-41		LT COGLIANESE		OP	53	15/ 2/74	12
00:22:16	554	10-41		FIEDLER BRADER		OP	53	15/ 2/74	12
00:36:18		10-96	00113	741 w. central		RF		15/ 2/74	14
00:36:44		10-10	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	10
00:37:54	546	10-10	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	10
00:38:07	552	10-10	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	10
00:39:14	552	10-23	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	12
01:16:19		10-56	00115	ray iversons grill		RF		15/ 2/74	14
01:21:14		10-93	00116	keystone & thatcher		RF		15/ 2/74	14
01:27:05		10-92	00117	w		RF		15/ 2/74	14
01:37:26		10-12	00118	house of pies		RF		15/ 2/74	14
02:00:03		10-74	00119	328 S AUSTIN	13	OP	44	15/ 2/74	10
02:06:26		10-56	00120	r		RF		15/ 2/74	14
02:12:49		10-76	00121	station		RF		15/ 2/74	14
02:19:51	566	10-74	00119	328 S AUSTIN	13	OP	44	15/ 2/74	10
02:12:53	552	10-97	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	10
02:23:18		10-44	00122	[illegible] grill		RF		15/ 2/74	14
02:24:27	566	10-23	00119	328 S AUSTIN	13	OP	44	15/ 2/74	10
02:28:46	552	10-23	00114	RIDGELAND COMMONS		OP	44	15/ 2/74	12
02:29:55	552	10-24	00114			OP	44	15/ 2/74	12
02:31:19	566	10-23	00119		13	OP	44	15/ 2/74	12
02:29:38		10-42	00123	m		RF		15/ 2/74	14
02:33:30		10-56	00124	communications room		RF		15/ 2/74	14
00:03:52			00125	900 park ave.		RF		15/ 2/74	14
02:39:39		10-11	00126	n/b park from madison		RF		15/ 2/74	14
03:02:26			00127	0		RF		15/ 2/74	14
03:04:41		10-56	00128	1032		RF		15/ 2/74	14
03:06:13		10-32	00129	park & lake st.		RF		15/ 2/74	14
03:05:08		10-24	00130	[illegible]		RF		15/ 2/74	14
04:27: 5	552	10-42		TADEUSZ OLSZEWSKI		OP	44	15/ 2/74	10
04:27:24	552	10-41		TADEUSZ OLSZEWSKI		OP	44	15/ 2/74	10
04:27:34	566	10-42		SCIANNA MC CLOSKEY		OP	44	15/ 2/74	10
14:27:55	566	10-41		SCIANNA MC CLOSKEY		OP	44	15/ 2/74	10

Table 7. Log Print Out

BOUND BY
HNM

UNIVERSITY OF ILLINOIS-URBANA
510.84IL63C C001
CAC DOCUMENT$URBANA
148 1974
3 0112 007263863